

Troubleshooting Double Dashes

SUPPORT NOTE SN-1002 | April 2015

Overview

This Note provides basic troubleshooting guidance for a Server Technology CDU. Applicable models must have a detachable Network Interface Card (NIC) as seen below. Otherwise, contact Technical Support for assistance.

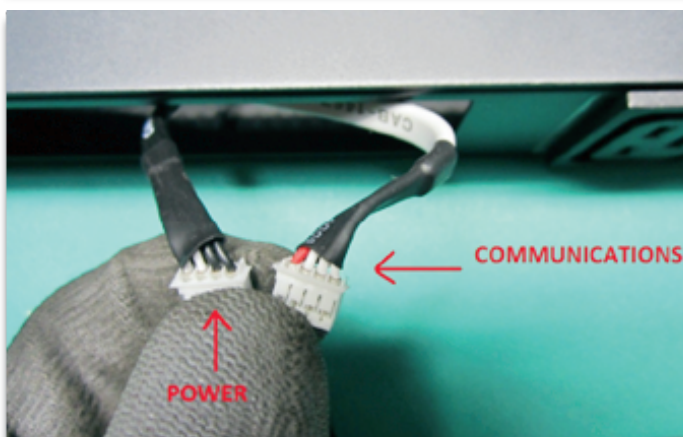
Typical Symptom



The LED display on a Smart or Switched CDU shows flashing double dashes (see image to left). If the display is integrated into the NIC card with the network ports, contact Technical Support for assistance.

Resolution

1) Remove the Phillips head screw from the cover plate of the NIC, as shown below.



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Resolution (Cont.)

- 2) Disconnect the communications cable (J1) which has three white wires and one red wire (as shown above) and wait for 10 seconds.
- 3) If the CDU input current display continues to show double dashes, this indicates that the problem is internal to the CDU. Stop here and contact Technical Support.
- 4) If the CDU input current display shows a numerical value with a flashing decimal point, this indicates that the problem is with the NIC. Continue to step 5.
- 5) Disconnect the power cable (J8) from the NIC and wait for 10 seconds. Reattach J1 and then J8 and wait for boot to complete.
- 6) If Step 5 results in proper numerical display, issue is resolved. Otherwise contact Technical Support.

Contact Server Technology Technical Support at 1-800-835-1515 or support@servertech.com and provide the results of the troubleshooting performed.



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